Dynamic EPoS and IT solutions

EMPORIO UK Ltd

Emporio UK Support Guides

M3 HandHeld Installation And Troubleshooting

V1.1

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Initial Setup of after Hard Reset

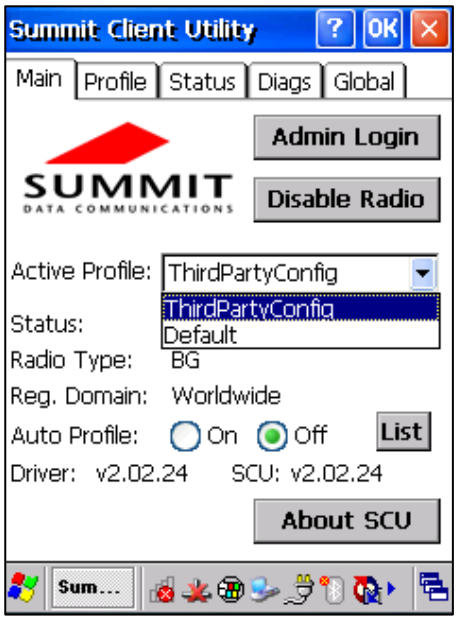
Use this section to setup a brand new device for your Emporio EPoS system, or if your device has been reset to factory.

1. Click on the red and blue circular arrow icon and select WLAN On.

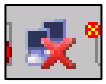
2. After a few seconds the following icons will appear: Double click on the left most icon.

3. This will bring up the '**Summit Client Utility**,' select the drop down menu next to Active Profile and change it to '**ThirdPartyConfig.**'

4. You will be prompted with a notification that a '**Power Cycle is Required to Complete Changes**.' Click Ok and tap the reset button on the back of the device.

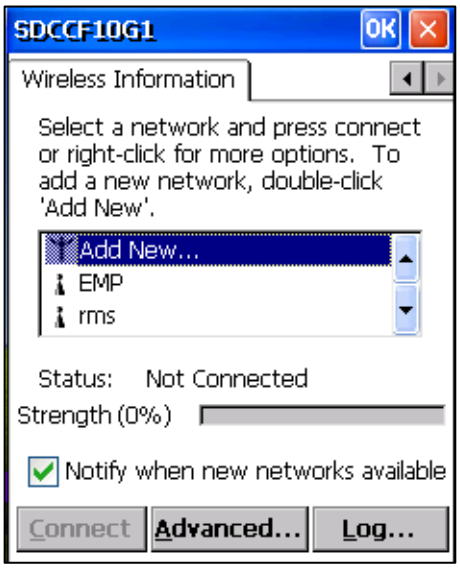


5. When the device restarts you should now see an icon with two monitors with a red cross:



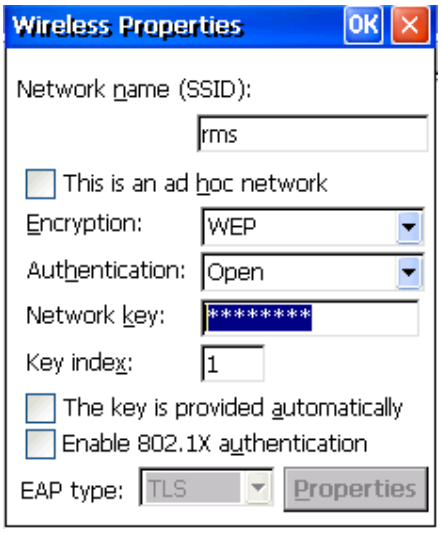
Note: If you do not see this icon, click on the red and blue circular arrow icon and select WLAN On.

6. Double click on the icon with two monitors and a red cross.



7. Click the right arrow
   (beside the tab labelled IPv6 Information) and select the **'Wireless Information'** tab.

8. Double click on **rms** from the list to show the wireless properties page.

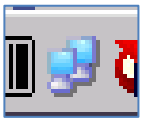


9. Untick **'The Key is provided for me automatically'**

10. In the **Network Key** field, enter your wireless password
    NOTE - Contact your store manager or Emporio for your wireless password

11. Click **OK** to each window to save settings and close.

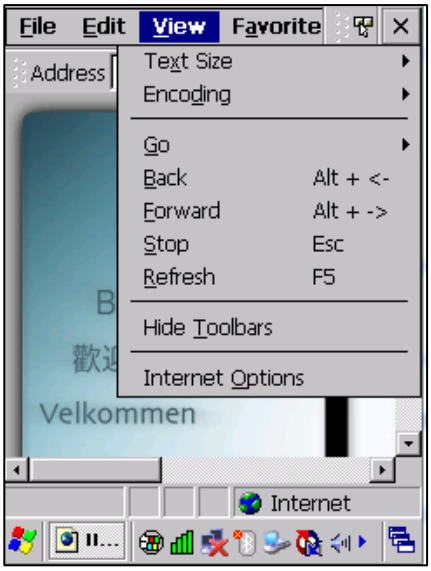
12. After a few seconds, you should see the network icon change to blue screens as shown:



Setting the Homepage

1. Open **Internet Explorer**.

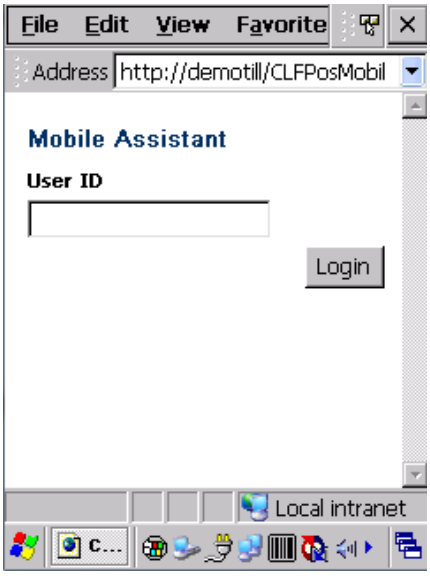
2. Click **View** and then **Internet Options**.



3. Under **Start Page** enter:
   '**http://till01/clfposmobile/**'

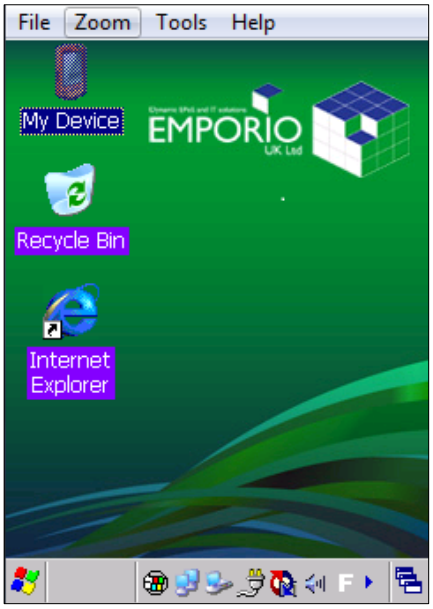
4. Click **OK** in the top right hand corner to close.

5. Close Internet Explorer then reopen it. You will now see your Mobile Assistant login



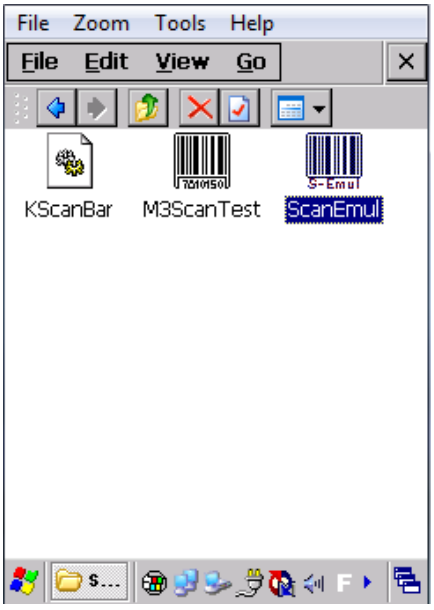
Troubleshooting – Scanner not Working

Follow this instruction if your scanner is not working when you press the **S button** on the side of the scanner.



1. On the desktop, open on **My Device** > **Flash Disk** > **Scanner**

2. Double click on **ScanEmul**



3. The following logo should appear in the taskbar. This indicates that the scanner has loaded

4. Close any open windows to return to the desktop

Troubleshooting – Page not Loading

In some cases, the device can lose wireless connectivity, and you will be prompted with a message as shown on the right.

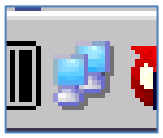
File Edit View Favorite
Address http://till01/clfposmobile/
The page cannot be dis
The page you are looking for is currently ur
experiencing technical difficulties, or you m
settings.
Cannot find server or DNS Error
Internet Explorer
Local intranet

You may also notice that the network icon, found in the taskbar at the bottom of the screen, is showing a big red cross.

To resolve:

1. Reset the device by using the stylus and pressing the **red reset button** on the back of the scanner.

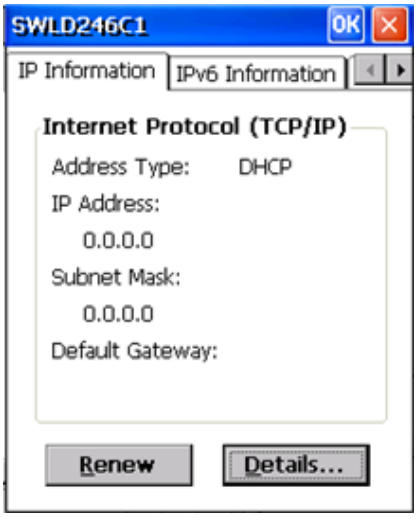
2. If this has fixed the issue, you will now see the network icon showing two computers with blue screens.



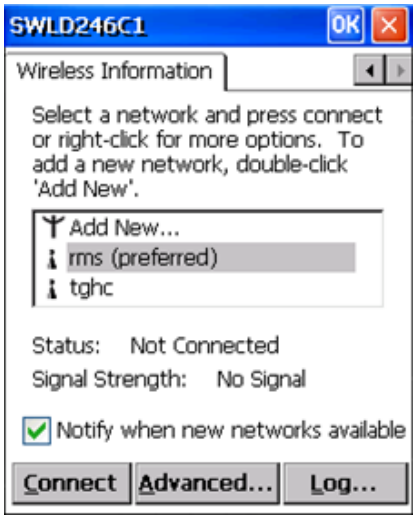
If this hasn't resolved the issue:

1. Double click on the **network icon**

2. Click the right arrow
   (found beside the tab labelled IPv6 Information)



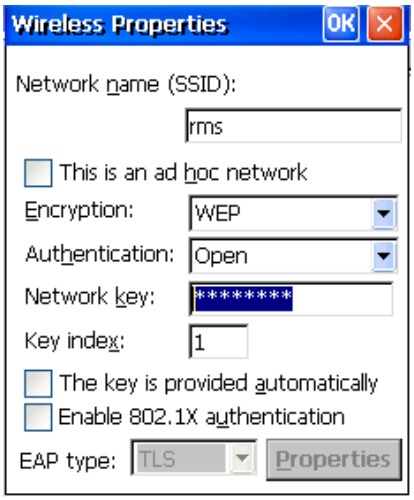
3. Then select the Wireless Information tab



4. You will see **rms** in the list, double click **rms (preferred)** to bring up the wireless properties

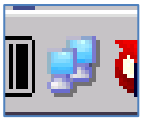
5. On the Wireless Properties page, untick **The Key is provided for me automatically**

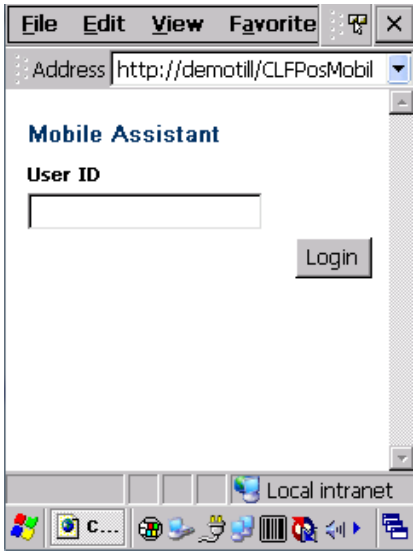
6. In the **Network Key** field, enter your wireless password
   NOTE - Contact your store manager or Emporio for your wireless password



7. Click **OK** to each window to save settings and close.

8. After a few seconds, you should see the network icon change to blue screens as shown





9. Now double click on the **Internet Explorer** Icon on your desktop to start the application and sign in with your user ID.